



ELIGIBILITY SERVICES BY THE NUMBERS...

June 2016 (Data Month: May 2016)

PARTICIPANTS

- **CalFresh:** 292,247 recipients, up 3.34% from last year.
 - 138,756 child recipients (0-18), down 1.63% from last year.
 - 23,567 senior recipients (60+), up 34.99% from last year.
- **CalWORKs:** 63,730 recipients, down 15.26% from last year.
 - 49,325 child recipients (0-18), up 0.75% from last year.
 - Welfare-to-Work: 10,369 participants, down 19.23% from last year.
- **CMS:** 67 CMS recipients, down 86.21% from last year.
- **General Relief:** 3,281 recipients, up 44.98% from last year.
- **Medi-Cal:** 743,417 recipients, up 42.48% from last year.
 - 305,973 child recipients (0-18), up 0.001% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (May 2015 – May 2016)
			Previous Month	Previous Year	
CalFresh	143,268	292,247	-0.01%	3.34%	418,490
CalWORKs	25,378	63,730	-0.83%	-15.26%	99,996
CMS	67	67	-2.90%	-86.21%	335
General Relief	3,267	3,281	-0.24%	44.98%	9,779
Medi-Cal	400,274	743,417	-0.38%	42.48%	923,223
TOTAL	572,254	1,102,742	-0.31%	24.95%	

PROCESSING

Applications Registered		
Program	May 2016	FYTD
CalFresh	10,034	115,362
CalWORKs	2,986	33,445
CMS	712	8,627
General Relief	1,707	19,589
Medi-Cal	12,930	167,731
Total	28,369	344,754

Recertifications		
Program	May 2016	FYTD
CalFresh	9,027	99,891
CalWORKs	1,912	21,268
CMS	25	253
General Relief	82	942
Medi-Cal	12,201	111,114
Total	23,247	233,468

Periodic Reports		
Program	May 2016	FYTD
CalFresh	8,227	94,155
CalWORKs	1,174	15,250
General Relief	1,965	20,844
Medi-Cal	191	4,675
Total	11,557	134,924

Documents Imaged	
May 2016	FYTD
571,658	6,158,299

ACCESS CUSTOMER SERVICE CENTER

Month	May 2015	May 2016	Change
Total Calls	93,183	103,258	10,075
Answered	66,350	73,390	7,040
Self-Service	9,227	17,106	7,879
Transferred Out	2,664	2,909	245
Abandoned	14,942	9,853	-5,089
Average Wait Time(min)	11:15	6:47	-4:28

FAMILY RESOURCE CENTER VISITS

Month	May 2015	May 2016	Change	FYTD
Total Tickets Issued	60,364	76,933	21.54%	787,417
Average Wait Time (min.)	29.05	23.47	-5.58	

Eligibility Applications Average Days to Disposition (May 2016)

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 21 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 1 Day

CalWORKs

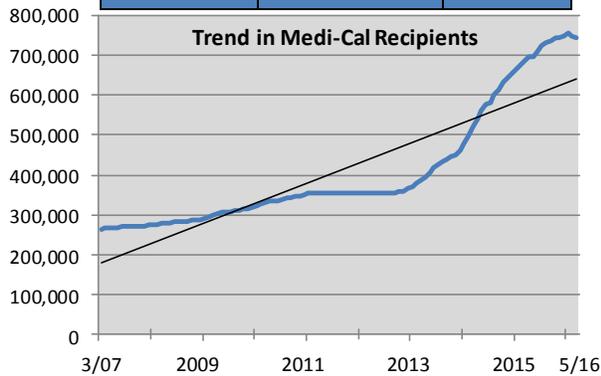
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day

Medi-Cal

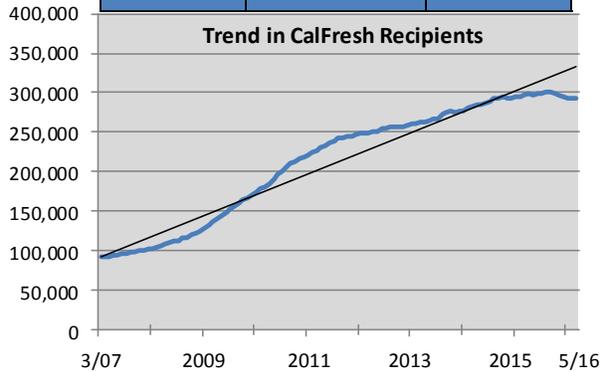
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 23 Days

Program Recipients Trend

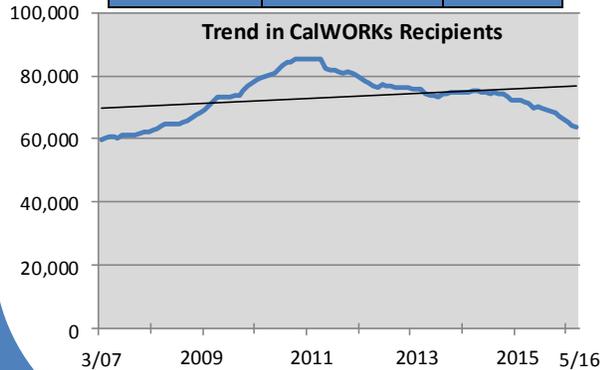
Medi-Cal Recipients		
FY March 07	FY May 16	180%
265,130	743,417	Increase



CalFresh Recipients		
FY March 07	FY May 16	218%
91,939	292,247	Increase



CalWORKs Recipients		
FY March 07	FY May 16	7%
59,672	63,730	Increase



General Relief Recipients		
FY March 07	FY May 16	431%
618	3,281	Increase

